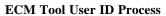# Enterprise Configuration Management Implementation

Enterprise Change Management (ECM) Tool
User ID Process Guide

Draft Version 2.2

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1.0   Enterprise Change Management (ECM) Tool User ID Process

1.1   Purpose

The ECM Tool User ID Process describes the steps involved for a User to obtain access to the ECM Tool from completing the User ID Request Form to the User login on the Tool. This process guide provides a detailed view of the process steps by which User IDs are applied for, verified, approved, created and distributed.

1.2   Definition and Context

The ECM Tool, a customized version of Rational ClearQuest, is used for the submission, tracking and management of FSA Enterprise Change Requests that are submitted to the FSA Data Centers (e.g. Virtual Data Center) by Modernization Application Teams, Operating Partners or the Data Centers themselves. The Tool provides a Data of Record for Change Requests.

The audience for this process guide includes the active participants in the process – User ID Applicants, ECM Tool Coordinator, System Security Officer, Personnel Security Officer and ECM Tool Administrator as well as other parties interested in gaining an understanding of the ECM Tool User ID Process.

Note: Modernization Partner User ID Applicants should contact the Mod Partner Data Center Security Representative at the Engagement Services Office to begin the application process.

1.3   Benefits

Following this User ID Process provides the benefit of increased efficiency by documenting and standardizing how access is granted to Users of the Tool and by making the process streamlined and repeatable. The goal of this process is to keep to a minimum the time necessary for the qualified applicant to gain access to the ECM Tool.

An additional benefit is that the process is documented for future reference by new resources that may be assigned to perform roles in the process.

1.4 ECM Tool User ID Process Workflow

The ECM Tool User ID Process is depicted in the workflow diagram shown below and the process step descriptions shown in Section 1.5.

```
Start
  │
  ▼
┌──────────────┐      ┌──────────────┐      ┌──────────────┐            ◇
│      1       │      │      2       │      │      3       │          4
│ Applicant    │      │ Applicant    │      │ ECM Tool     │   ←NO──  Is Completed
│ Obtains      │─────▶│ Completes &  │─────▶│ Coordinator  │─────▶  Form Valid?
│ ECM Tool User│      │ Submits (or  │      │ Submits      │
│ ID Request   │      │ Resubmits)   │      │ Completed    │            │
│ Form         │      │ Form to ECM  │      │ Form to ECM  │           YES
└──────────────┘      │ Tool         │      │ Tool System  │            │
                      │ Coordinator  │      │ Security     │            ▼
                      └──────────────┘      │ Officer (SSO)│      ┌──────────────┐
                                            └──────────────┘      │      5       │
┌──────────────┐            ◇              ┌──────────────┐      │ SSO Signs    │
│      8       │          7                │      6       │      │ Form &       │
│ Applicant is │   Is Applicant File       │ PSO checks   │◀─────│ Forwards to  │
│ Denied Access│◀─NO── Present & Cleared in◀│ Security     │      │ FSA Personnel│
│ and is       │    Security Database?     │ Database     │      │ Security     │
│ Advised to   │            │              └──────────────┘      │ Officer (PSO)│
│ Complete     │           YES                                   └──────────────┘
│ Security     │            │
│ Clearance    │            ▼
│ Procedures & │      ┌──────────────┐      ┌──────────────┐      ┌──────────────┐
│ Resubmit Form│      │      9       │      │      10      │      │      11      │
└──────────────┘      │ PSO Signs    │      │ SSO Notifies │      │ ECM Tool     │
                      │ Form &       │─────▶│ ECM Tool     │─────▶│ Administrator│
                      │ Forwards to  │      │ Administrator│      │ Creates User │
                      │ ECM Tool SSO │      │ to Create    │      │ ID & Password│
                      └──────────────┘      │ User ID; SSO │      │ & Notifies   │
                                            │ Files        │      │ SSO/Tool     │
                                            │ Original Form│      │ Coordinator  │
                                            └──────────────┘      └──────────────┘
                                                                         │
                                                                         ▼
                                                                  ┌──────────────┐
                                                                  │      12      │
                                                                  │ ECM Tool     │
                                                                  │ Coordinator/ │
                                                                  │ SSO Notifies │
                                                                  │ User of ID   │
                                                                  │ and Password │
                                                                  └──────────────┘
                                                                         │
                                                                         ▼
                                                                       End
```

1.5   ECM Tool User ID Process Workflow Description

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
START				
1.	*Applicant Obtains ECM Tool User ID Request Form* The application team member or Data Center team member who needs access to the ECM Tool obtains the ECM Tool User ID Request Form, available on the FSA CIO Extranet or from the ECM Tool Coordinator **Proceed to Step 2,** *Applicant Completes & Submits (or Resubmits) Form to ECM Tool Coordinator*	ECM Tool User Applicant	FSA CIO Extranet, email, fax or hand delivery	Receipt of User ID Request Form by Applicant
2.	*Applicant Completes & Submits (or Resubmits) Form to ECM Tool Coordinator* Applicant completes Form, has it signed by Supervisor and submits it to the ECM Tool Coordinator. **Proceed to Step 3,** *ECM Tool Coordinator Submits Completed Form to ECM Tool System Security Officer (SSO)*	Applicant	Fax, hand delivery or other secure means of delivery	Completed User ID Request Form received by ECM Tool Coordinator
3.	*ECM Tool Coordinator Submits Completed Form to ECM Tool System Security Officer (SSO)* The ECM Tool Coordinator delivers the completed User ID Request Form to the SSO. **Proceed to Step 4,** *Is Completed Form Valid?*	ECM Tool Coordinator	Hand delivery or other secure means of delivery	Completed Form received by SSO

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
4.	*Is Completed Form Valid?* The SSO checks the completed form to determine whether or not it is correctly completed and whether or not applicant is a member of a team that is to use the ECM Tool. ❑ YES, Completed form is valid. **Proceed to Step 5,** *SSO Signs Form & Forwards to FSA Personnel Security Officer (PSO)* ❑ No, Completed form is not valid. **Return to Step 2,** *Applicant Completes & Submits/Resubmits Form to ECM Tool Coordinator*	System Security Officer	N/A	Decision whether or not completed form is valid
5.	*SSO Signs Form & Forwards to FSA Personnel Security Officer (PSO)* SSO determines whether or not Applicant file is present in Security Database **Proceed to Step 6***, PSO Checks Security Database*	SSO	Hand delivery or other secure means of delivery	Form is received by PSO
6.	*PSO Checks Security Database* PSO checks Security Database to access Applicant's file **Proceed to Step 7***, Is Applicant File Present & Cleared in Security Database?*	SSO	FSA Security Database	Applicant file sought in FSA Security Database

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
7.	*Is Applicant File Present & Cleared in Security Database?* PSO determines whether or not Applicant file is present in Security Database and, if present, whether or not Applicant has the necessary clearance. ❑ YES, Applicant file is present in the Security Database and has necessary clearance level. **Proceed to Step 9,** *PSO Signs Form & Forwards to SSO* ❑ NO, Applicant file is not present in the Security Database or does not have necessary clearance level. **Proceed to Step 8,** *Applicant is Denied Access and is Advised to Complete Security Clearance Procedures & Resubmit Form*	PSO	FSA Security Database	Decision whether or not Applicant file is present and cleared in Security Database
8.	*Applicant is Denied Access and is Advised to Complete Security Clearance Procedures & Resubmit Form* PSO informs ECM Tool Coordinator that application has been rejected; ECM Tool Coordinator advises Applicant to complete the security clearance procedures, including documentation and fingerprinting. **Return to Step 2,** *Applicant Completes & Submits (or Resubmits) Form to ECM Tool Coordinator*	PSO ECM Tool Coordinator	Email or other	Application is rejected; Applicant receives advice to complete security clearance procedures and resubmit application
9.	*PSO Signs Form & Forwards to SSO* PSO approves application, signs form and forwards to SSO. **Proceed to Step 10,** *SSO Notifies ECM Tool Administrator to Create User ID; SSO Files Original Form*	SSO	Hand delivery or other secure means of delivery	User ID Request Form is signed by PSO & received by SSO

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
10.	*SSO Notifies ECM Tool Administrator to Create User ID; SSO Files Original Form* **Proceed to Step 11,** *ECM Tool Administrator Creates User ID & Password & Notifies SSO/Tool Coordinator*	SSO	Email, telephone or other	ECM Tool Administrator receives notice to create User ID. Original User ID Request Form filed
11.	*ECM Tool Administrator Creates User ID & Password & Notifies SSO/Tool Coordinator* ECM Tool Administrator creates a non-obvious temporary password and notifies the SSO/Tool Coordinator that User ID and password have been created. **Proceed to Step 12,** *ECM Tool Coordinator/SSO Notifies User of ID and Password*	HR Administrator	ECM Tool Telephone, or other	User ID & password created; Notification of User ID creation received by SSO and/or Tool Coordinator
12.	*ECM Tool Coordinator/SSO Notifies User of ID and Password* User is advised to change temporary password ASAP **Stop** – Process is complete	ECM Tool Coordinator and/or SSO	Telephone or Hand Delivery	Applicant receives User ID & password
STOP				